

101, 116, 120, 131 and 136-240 are now pending in the present application. Claims 1, 15, 30, 31, 45, 60, 61, 75, 90, 101, 116, 120, and 131 are independent.

Specification

Page 6 has been amended to show that “ERA” is in itself a Registered Trademark, and it is not an acronym.

Allowed and Allowable Subject Matter

The Examiner indicated that claims 1, 31, and 61 are allowed and that claims 15, 30, 45, 60, 75, 90, 101, 116, and 131 contain allowable subject matter and would be allowed if rewritten in independent form. Applicant has rewritten claims 15, 30, 45, 60, 75, 90, 101, 116, and 131 in independent form.

The Examiner also indicated that claim 120 would be allowable if rewritten to overcome the rejection under 35 U.S.C. §112, second paragraph. Applicant has amended independent claim 120.

35 U.S.C. §112 Rejections

The Examiner rejected independent claims 17, 47, 77, 105, 120, and 135 under 35 U.S.C. §112, second paragraph, as being indefinite. Applicant traverses this rejection for at least the following reasons.

Claims 17, 47, 77, 105, and 135 have been canceled without prejudice or disclaimer thus

rendering the rejection of these claims moot. Claim 120 has been amended to recite, "the data entry station comprises a keyboard, a mouse, and at least one of a kiosk including a computer touch screen with an electronic keyboard and a PC computer with a display screen" thus overcoming the rejection of this claim.

Accordingly, Applicant requests reconsideration and withdrawal of this rejection.

35 U.S.C. §102(b) Yacoob Rejection

The Examiner rejected claims 2-13, 16, 18-21, 23-28, 32-43, 46, 48-51, 53-58, 62-73, 76, 78-81, 83-88, 91-99, 102-104, 106-114, 117-119, 121-129, and 132-134 under 35 U.S.C. §102(b) as being anticipated by U.S. Patent No. 6,170,742 to Yacoob. Applicants traverse this rejection for at least the following reason.

Claims 2-13, 16, 18-21, 23-28, 32-43, 46, 48-51, 53-58, 62-73, 76, 78-81, 83-88, 91-99, 102-104, 106-114, 117-119, 121-129, and 132-134 have been canceled without prejudice or disclaimer thus rendering the rejection of these claims moot.

35 U.S.C. §103(a) Yacoob/Filepp et al or Collins-Rector et al Rejection

The Examiner rejected claims 14, 17, 22, 29, 44, 47, 52, 59, 74, 82, 89, 100, 105, 115, 130, and 135 as being unpatentable over U.S. Patent No. 6,170,742 to Yacoob in view of U.S. Patent No. 5,347,632 to Filepp et al or U.S. Patent No. 6,188,398 to Collins-Rector. Applicants traverse this rejection for at least the following reason.

Claims 14, 17, 22, 29, 44, 47, 52, 59, 74, 82, 89, 100, 105, 115, 130, and 135 have been

canceled without prejudice or disclaimer thus rendering the rejection of these claims moot.

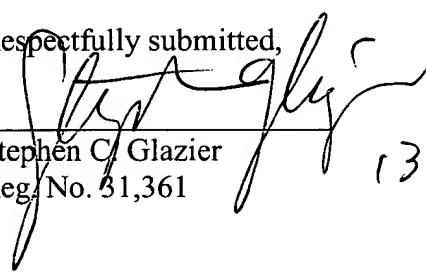
Additional Claims

New claims 136-240 depend directly or indirectly from one of claims 15, 30, 45, 60, 75, 90, 101, 116, and 131. Applicant submits that claims 136-240 thus are allowable by virtue of their dependency from allowable claims, as well as on their own merits.

CONCLUSION

Applicants submit that the present application is in condition for allowance and respectfully request favorable action in the form of a Notice of Allowance. Should the Examiner believe that this application is in condition for disposition other than allowance, the Examiner is requested to contact the undersigned at the telephone number listed below in order to address the Examiner's concerns.

Respectfully submitted,


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VERSION WITH MARKINGS TO SHOW CHANGES

Applicant has amended the paragraph beginning at page 6, line 10 as follows.

(Amended) The customer accesses the desired area through an input device such as the touch-screen 165. In addition, other input devices may also be provided, such as the keyboard 170 or the mouse 180. When the customer has completed his or her session, the data received from the data entry terminal 130 is communicated via cable or radio-frequency (not shown) to the dealer management system 190 ("DMS"). One example of a DMS used in a preferred embodiment is the ERA® system 190, developed by Reynolds and Reynolds, Inc. of Dayton, Ohio, but other DMSs may be used in the present invention. The data received from the data entry terminal 130 are used to populate the information fields on the DMS 190. Additional information regarding the selected services, such as labor rates and other prices, are supplied from the DMS 190, and a repair order (not shown) containing the customer information, the vehicle information, and a service description is printed on the printer 135. Also, the repair order and other history of the visit can be written onto the smart card, and other information from the DMS 190 can be written onto the smart card.

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Applicant has amended claims 15, 30, 45, 60, 75, 90, 101, 116, 120 and 131 as follows.

15. (Amended) [The apparatus in claim 2 further comprising] A programmable apparatus comprising:

a. receiving means to receive input data from a user;

- b. entering means to enter supplemental data that are different from the input data;
- c. transmitting means to transmit the input data and the supplemental data to a data management system;
- d. generating means to generate response data from the data management system, based in part on the input data and the supplemental data;
- e. displaying means to display the input data, the supplemental data and the response data;
- f. updating means to update the input data based in part on the supplemental data and the response data;
- g. storing means to store the updated input data; and
- h. selecting means to select a language from a plurality of choices for use in any printed and displayed text.

30. (Amended) [The invention in claim 20 further comprising] A programmable apparatus comprising:

- a. a smart card system (SCS) adapted to store and access information regarding vehicle dealership activities;
- b. a vehicle dealership management system (DMS) electronically communicating with the smart card system;
- c. a communication link between the SCS and DMS; and

- d. selecting means to select a language from a plurality of choices for use in any printed and displayed text,

where the SCS comprises:

1. a plurality of smart cards,
2. a smart card reader, adapted to read the smart cards,
3. a data entry station, communicating with the smart card reader, and
4. a printer, communicating with the data entry station, and wherein
the communication link is selected from the groups comprising: radio
transmission, cable transmission, the Internet, leased telephone lines, wire,
optical fiber, and wireless communication.

45. (Amended) [The method of claim 32 further comprising] A system integration method executed by a programmable apparatus comprising:

- a. receiving input data from a user;
- b. entering supplemental data that are different from the input data;
- c. transmitting the input data and the supplemental data to a data
management system;
- d. generating with a programmable apparatus response data from the data
management system, based in part on the input data and the supplemental
data;
- e. displaying the input data, the supplemental data and the response data;

- f. updating the input data based in part on the supplemental data and the response data;
- g. storing the updated input data; and
- h. selecting a language from a plurality of choices for use in any printed and displayed text.

60. (Amended) [The invention in claim 50 further comprising] A method for a programmable apparatus comprising:

- a. storing and accessing information regarding vehicle dealership activities with a smart card system (SCS);
- b. communicating between a vehicle dealership management system (DMS) and the smart card system using a communication link between the SCS and DMS; and
- c. selecting a language from a plurality of choices for use in any printed and displayed text,
where the SCS comprises:
 - 1. a plurality of smart cards,
 - 2. a smart card reader, adapted to read the smart cards,
 - 3. a data entry station, communicating with the smart card reader, and
 - 4. a printer, communicating with the data entry station, and wherein
the communication link is selected from the groups comprising: radio
transmission, cable transmission, the Internet, leased telephone lines, wire,

optical fiber, and wireless communication.

75. (Amended) [The invention in claim 62 further comprising] A machine readable memory medium containing instructions which, when executed by a programmable apparatus, cause the apparatus to perform a system integration method, the method comprising:

- a. receiving input data from a user;
- b. entering supplemental data that are different from the input data;
- c. transmitting the input data and the supplemental data to a data management system;
- d. generating response data from the data management system, based in part on the input data and the supplemental data;
- e. displaying the input data, the supplemental data and the response data;
- f. updating the input data based in part on the supplemental data and the response data;
- g. storing the updated input data; and
- h. selecting a language from a plurality of choices for use in any printed and displayed text.

90. (Amended) [The invention in claim 80 further comprising] A machine readable memory medium containing instructions which, when executed by a programmable apparatus, cause the apparatus to perform a system integration method, the method comprising:

- a. storing and accessing information regarding vehicle dealership activities

with a smart card system (SCS);

b. communicating between a vehicle dealership management system (DMS) and the smart card system, using a communication link between the SCS and DMS;

c. selecting a language from a plurality of choices for use in any printed and displayed text,

where the SCS comprises:

1. a plurality of smart cards,
2. a smart card reader, adapted to read the smart cards,
3. a data entry station, communicating with the smart card reader, and
4. a printer, communicating with the data entry station, and wherein
the communication link is selected from the groups comprising: radio
transmission, cable transmission, the Internet, leased telephone lines, wire,
optical fiber, and wireless communication.

101. (Amended) [The invention in claim 91 further comprising] A smart card system (SCS) comprising:

- a. a plurality of smart cards,
- b. a smart card reader, adapted to read the smart cards,
- c. a data entry station, communicating with the smart card reader,
- d. a printer, communicating with the data entry station, and
- e. selecting means to select a language from a plurality of choices for use in

any printed and displayed text.

116. (Amended) [The invention in claim 106 further comprising] A system integration method executed by a smart card system (SCS) comprising:

- a. receiving input data on a plurality of smart cards,
- b. reading the smart cards with a smart card reader,
- c. entering and displaying data on a data entry station, said data entry station communicating with the smart card reader,
- d. printing data with a printer, said printer communicating with the data entry station, and
- e. selecting a language from a plurality of choices for use in any printed and displayed text.

120. (Amended) A system integration method executed by a smart card system (SCS) comprising:

- a. receiving input data on a plurality of smart cards,
- b. reading the smart cards with a smart card reader,
- c. entering and displaying data on a data entry station, said data entry station communicating with the smart card reader,
- d. printing data with a printer, said printer communicating with the data entry station,
- e. checking an access authorization of the input data from the user,
- f. displaying pop up video clips, and

- g. selecting a language from a plurality of choices for use in any printed and displayed text,

wherein the data entry station [is selected from a group consisting of:

a data entry station that] comprises[: a.] a keyboard, a mouse, and at least one of a kiosk

including a computer touch screen with an electronic keyboard and

- [b. a keyboard, and]

- [c. a mouse;]

[and a data entry station that comprises] a PC computer with a display screen, [a

keyboard, and a mouse;]

and further where the SCS receives:

- a. inputted data comprising customer information, vehicle information, maintenance schedule information, coupon information, personal identification number (PIN), and administrator data that permit functions to be performed that are reserved for a system administrator;
- b. supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion; and
- c. response data comprising recommended services, a savings amount during a visit, and total savings amount to date;

and further where the SCS is adapted

- a. to store and access information regarding vehicle dealership activities;

- b. to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data; and
- c. to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

131. (Amended) [The invention in claim 121, where said method further comprises]
A machine readable memory medium containing instructions which, when executed by a smart card system (SCS), cause the SCS to perform a method comprising:

- a. receiving input data on a plurality of smart cards,
- b. reading the smart cards with a smart card reader,
- c. entering and displaying data on a data entry station, said data entry station communicating with the smart card reader,
- d. printing data with a printer, said printer communicating with the data entry station, and
- e. selecting a language from a plurality of choices for use in any printed and displayed text.